



EDISS Connect User Manual for Vendors

Table of Contents:

Welcome to EDISS Connect	1
WebSiteAddress/URL.....	2
Self-Registration	3
Vendor Dashboard View	11
Transaction Catalog	13
Register A Transaction	14
Edit Profile	18
Manage Users	19
Managing Providers	20
Help	26
Contact	27

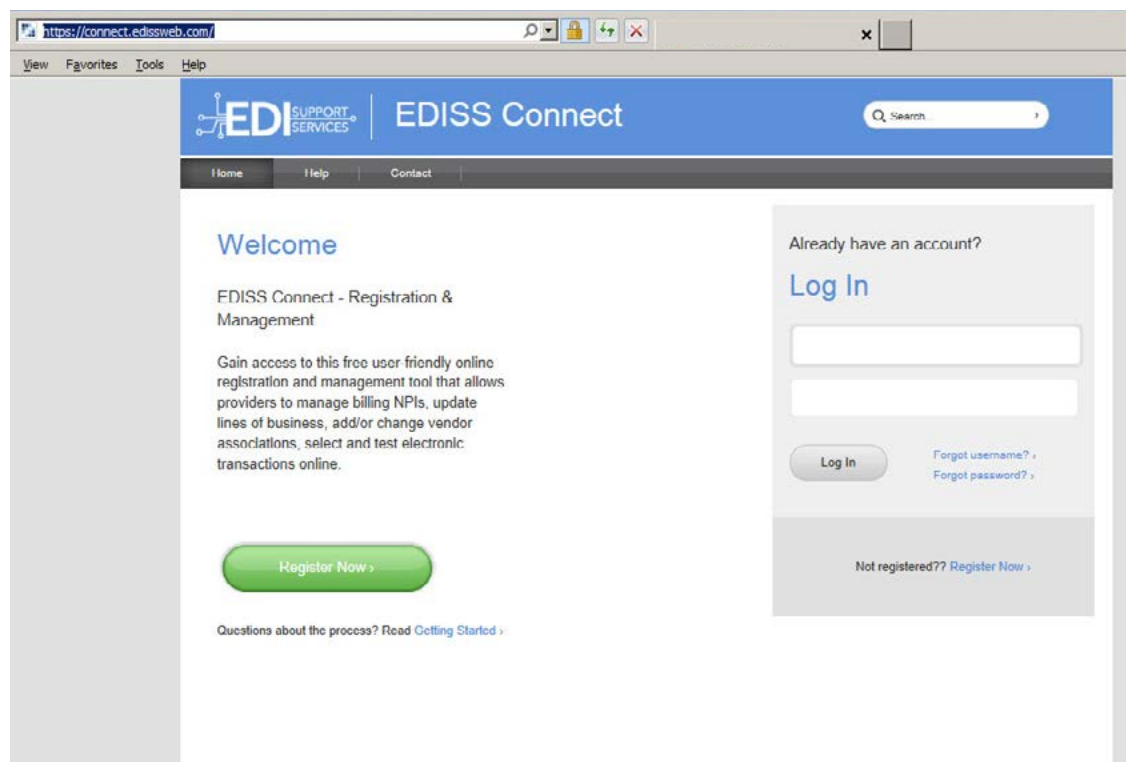


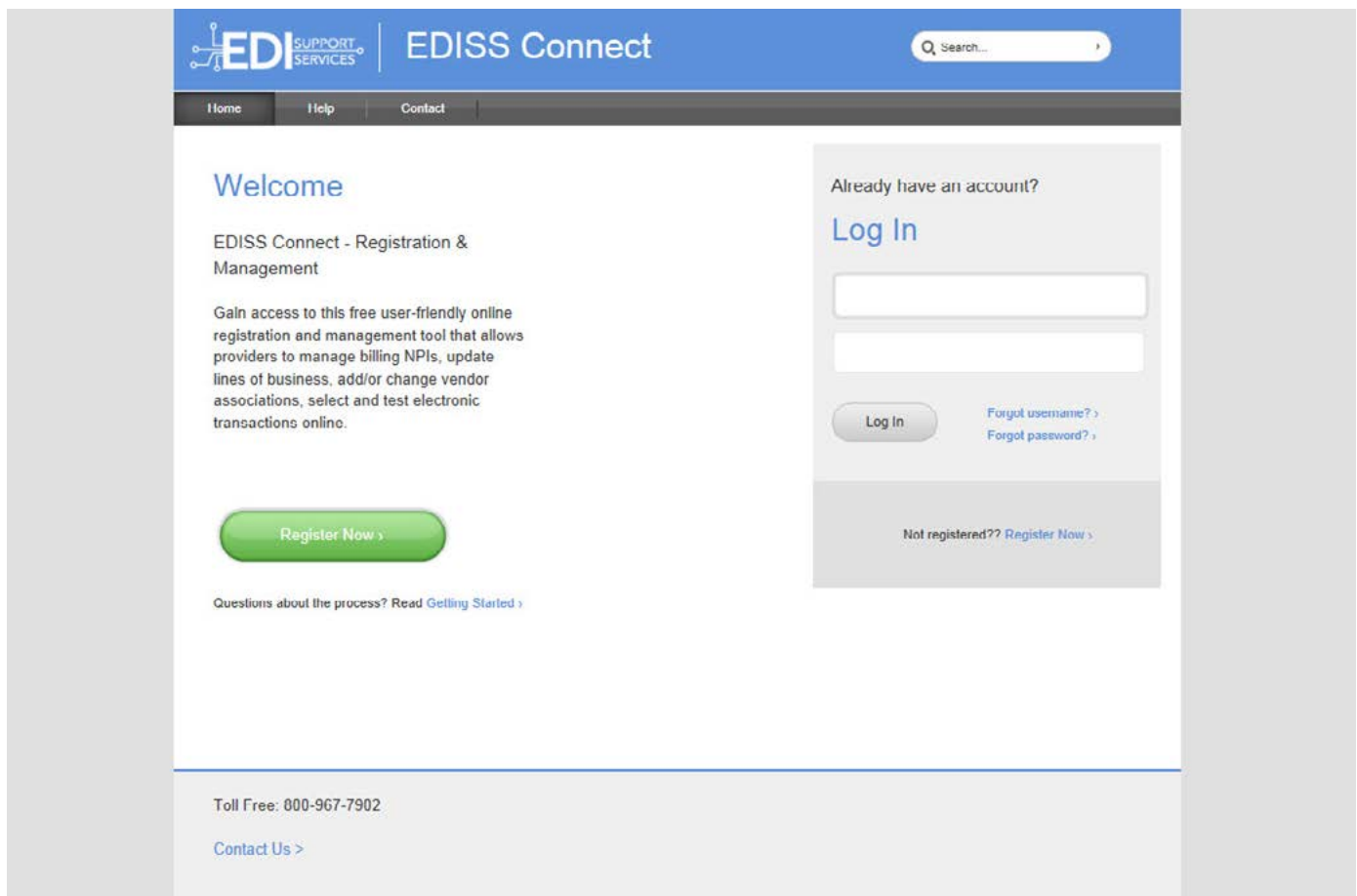
Welcome to EDISS Registration and Management

EDISS Connect is a user-friendly, online registration and electronic claim testing system. Vendors use it to register with EDISS, add users, manage providers and to manage a transaction catalog. The system also allows Vendors to test claim files for electronic submission or to be granted blanket approval for all transactions.

Web Site Address/URL

<https://connect.edissweb.com>





Self-Registration

Information made accessible through EDISS Connect is available to users once the registration process is complete. User registration for EDISS Connect will need to be completed online.

Note: On each page within EDISS Connect there are FAQ's in the right column to aid in answering questions related to the online registration process.

1. Click on the green **Register Now** button to create an online account for accessing online profile information, managing providers and adding and managing transactions.

EDISS Connect

Home
Help
Contact

Create Account

1

2

3

4

Create Account

Account Security

Account Settings

Finish

1

I'm a:

Provider >

This is the primary provider with a billing NPI associated to set-up the account. You'll be able to add additional users and NPI's following setup of the account.

Vendor >

This is a billing service, clearinghouse or software vendor that is working with a provider or group of provider accounts to process or manage electronic transactions.

Already have a Trading Partner ID? :

2

You may already be registered. If you've been assigned a trading partner ID from EDISS, please enter it here to log in.

Continue >

Questions?

Jurisdiction E (JE) Part A and B:
855-609-9960

Jurisdiction F (JF) Part A and B:
877-908-8431

All Other Lines of Business:
800-967-7902

Fax:
701-277-7850

Hours:
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)
Note: Closed for training every Wed.
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

Create Account

1. First select Vendor. At any time in the process you can use the back button to return to a previous step. The numbered progress bar on top of each page will help keep track of where you are in the process.

2. If you are registering as a Vendor you may already have a Trading Partner ID (TPID) with EDISS. If you are a new vendor to EDISS the Trading Partner ID verification can be skipped. If you are not sure if EDISS has assigned you out a TPID in the past, you can verify that value here.

Note: Vendors cannot register a provider on their behalf. If the account will be administered by a vendor, it is a provider's responsibility to first establish the account by registering.

Create Account



Company Information

Company Name *: ✓

Phone *: ✓

Fax *: ✓

Address 1 *: ✓

Address 2:

City *: ✓

State *: ✓

ZIP *: ✓

Contact Information

This is the primary contact for this account. You will be able to enter additional users after your account is created.

First Name *: ✓

Frequently Asked Questions

- What information will I need?
- Who should be contact name?
- Will my information be shared?

Questions?

Jurisdiction E (JE) Part A and B:
855-809-9980

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877-908-8431

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[Detailed Contact Information](#)

Create Account

3. Enter your company information. All information on this page is required. The personal contact information on the bottom portion of this form is the primary contact for this account. You will be able to add additional users to access the account upon successful account creation.

Account Security



Back

* - Required

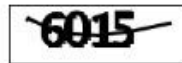
Username *: demovendor ✓

Your username must be 8-20 characters and contain no spaces

Password *: ✓

Confirm password *: ✓

Your password must be at least 8 characters, must contain one upper case letter, one lowercase letter, one digit and one special character.



Text Verification (Required) 6015 ✓

EDISS Terms and Conditions*:

READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE CONTINUING. THE USER M ACCEPT THESE TERMS AND CONDITIONS TO OBTAIN ACCESS TO THE EDISS CONNECT SYSTEM. IF THE U DOES NOT AGREE TO THESE TERMS AND CONDITIONS, THE USER WILL NOT BE ABLE TO USE EI CONNECT. IT IS SUGGESTED THAT THE USER CHECK THESE TERMS PERIODICALLY FOR CHANGES

☒ I agree to the [EDISS Terms and Conditions](#)

HIPAA Terms and Conditions*:

BY CLICKING THE "I AGREE" CHECKBOX DISPLAYED AS PART OF THE EDISS REGISTRATION IMPLEMENTATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") REGARDING PROTECTED HEALTH INFORMATION UNDER THIS HIPAA BUSINESS ASSOCIATE AGREEMENT, AS AMENDED OR SUPPLEMENTED BY THE HEALTH INFORMATION

☒ I agree to the [HIPAA Terms and Conditions](#)

Continue >

Frequently Asked Questions

+ Can we share passwords?

Questions?

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[Detailed Contact Information >](#)

Account Security

1. Choose a username and password for your account. This username must be unique, between 8-20 characters and contain no spaces or special characters. Your password must be 8-20 characters (consisting of one capital letter, one numeric value and one of these special characters: #,_,\$,-,*,&,) and contain no spaces. Additionally, you will need to agree to EDISS Terms and Conditions as well as HIPAA Terms and Conditions before you will be allowed to continue with your registration.



EDISS Connect

Search...

[Home](#) | [Help](#) | [Contact](#)

Account Settings

1

2

3

4

Create AccountAccount SecurityAccount SettingsFinish

Back

* - Required

What type of vendor are you?

Billing Service or Clearing House >

Software Vendor >

Frequently Asked Questions

+ What if I choose administrator?

Questions?

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[Detailed Contact Information >](#)

Account Settings

1. For Account Settings you must choose what type of vendor you are. A Billing Service or Clearing House processes or administers transactions on a Providers behalf. If you choose **Billing Service or Clearinghouse** you will continue on with additional steps of registration.

If you choose **Software Vendor**, you will be asked the name of your software and your registration will be complete.

Account Settings


[Back](#)

* - Required

Will you be the administrator on behalf of one or more providers?*

☒ Yes

☐ No


By default you will receive blanket approval after the successful transmission and receipt of each claim/transaction type. This means you are not required to submit test files for each provider you manage.

☒ I want blanket approval

(by unchecking this box you will be required to submit test files for each provider you manage)

Network Service Agreement*:

BY CLICKING THE "I AGREE" BUTTON DISPLAYED AS PART OF THE ONLINE REGISTRATION PROCESS, YOU AGREE TO THE FOLLOWING NETWORK SERVICE AGREEMENT (THE "AGREEMENT") GOVERNING YOUR USE OF THE EDISS REGISTRATION & MANAGEMENT SERVICE, INCLUDING OFFLINE COMPONENTS (COLLECTIVELY, THE "SERVICE"). By accessing and using the Software, You agree to be bound to the terms

☒ I accept the [Network Service Agreement](#)

[Continue](#)

Frequently Asked Questions

- Can I change account settings?
- What if I choose administrator?

Questions?

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[Detailed Contact Information](#)

Account Settings

1. You will need to answer if you will be the administrator for one or more providers. Adminstrating vendors assume the responsibility to manage all account information on a Providers behalf. This may include demographic, transaction and user-related information.

In addition you can request **I want blanket approval**. During registration this box is checked by default. EDISS has specific blanket approval requirements that can be found by [clicking here](#). Once you achieve blanket approval, submission of test files can be bypassed.

If you uncheck this box you will be required to submit test files as they apply to specific transactions and lines of business. Once complete click **Continue**.

Account Settings



What software will you use for transactions? * :

☐ PC Ace Pro 32 ([Free software](#) provided by EDISS)

☒ Other

[Continue >](#)

Frequently Asked Questions

- [What does PC-ACE Pro32 cost?](#)
- [How do I install PC-ACE Pro32?](#)
- [How do I request a CD copy?](#)

Questions?

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855-609-9960

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[Detailed Contact Information >](#)

Account Settings

1. You are required to choose what software you will use to process transactions. If you use PC-ACE Pro32, the free software provided by EDISS, you will need to accept the associated software licensing agreement. Once complete click **Continue**.

Finish



Account Successfully Created!

Thank you for registering for EDI Support Services.

Please use the link below to log into your EDISS Connect profile and continue your registration process. To assist you further, the EDISS Connect User Guide can be referenced here; [User Guide](#)

[Log In to my Profile »](#)

Questions?

Jurisdiction E (JE) Part A and B:
855-609-9960

Jurisdiction F (JF) Part A and B:
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[Detailed Contact Information »](#)

Finish

1. You have successfully completed EDISS Connect registration. You can now login to EDISS Connect and start administrating providers and managing your transaction catalog.



Vendor Dashboard and Transaction Catalog

Once you have successfully registered for EDISS Connect, you will be able to log in to your account and manage your profile, start managing users, set up transactions available in your catalog and test claim files.

To log in, go to <https://connect.edissweb.com>, enter your username and password and click on the **Log In** button.

A screenshot of the EDISS Connect web application. The header is blue with the EDI Support Services logo on the left, the text "EDISS Connect" in the center, and a search bar on the right. Below the header is a dark navigation bar with links for Home, Help, and Contact. The main content area is white. On the left, there is a "Welcome" section with the title "EDISS Connect - Registration & Management" and a paragraph describing the tool. Below this is a green "Register Now" button and a link to "Read Getting Started". On the right, there is a "Log In" section with the heading "Already have an account?". It contains two input fields for username (pre-filled with "demoprovider") and password (masked with "*****"). Below the fields is a "Log In" button and two links: "Forgot username?" and "Forgot password?". At the bottom of the login section is a link for "Not registered?? Register Now".

The screenshot shows the EDISS Connect Account Home dashboard. At the top, there is a navigation bar with the EDI SUPPORT SERVICES logo and the text 'EDISS Connect'. A search bar is located on the right. Below the navigation bar, the 'Account Home' section is highlighted with a red circle 1. The user's name 'Lucky777' is displayed in the top right corner, with 'Edit' and 'Logout' links next to it, highlighted with a red circle 6. The 'Manage Providers' section is highlighted with a red circle 2 and contains a table of providers. The table has columns for Provider Name, NPI #, State, Your Role, Create Date, and Status. Below the table are links for 'Manage Providers' and 'Manage Processing Providers'. The 'Account Profile' section is highlighted with a red circle 3 and shows user details for 'Lucky777', including phone, email, account creation date, software, and date accepted. A 'Manage Users' button is highlighted with a red circle 4. The 'How to Add a Transaction' section is highlighted with a red circle 5 and contains a numbered list of steps: 1. Select state(s), 2. Select line(s) of business, and 3. Select transactions you want available for providers to choose. An 'Add Transaction' button is also present. A 'Testing' section is highlighted with a red circle 6 and contains a 'Search all testing history' link.

Provider Name	NPI #	State	Your Role	Create Date	Status
Manged by Vendor View Profile >	4477778888	AK	Administrator	04/02/2014	Forms CompleteTesting Complete
Blue Line View Profile >	2244668810	WY	Administrator	04/03/2014	Forms CompleteTesting Complete
Blue Line View Profile >	2244668810	ND	Administrator	04/03/2014	Forms CompleteTesting Complete
Manged by Vendor View Profile >	4477778888	NV	Administrator	04/02/2014	Forms CompleteTesting Complete
Manged by Vendor View Profile >	4477778888	CA	Administrator	04/02/2014	Forms CompleteTesting Complete
Manged by Vendor View Profile >	4477778888	AZ	Administrator	04/02/2014	Forms Complete

Vendor Dashboard

1. Upon successful log in you will see your **Account Home** or dashboard.

2. The **Manage Providers** table shows a snapshot of Providers with outstanding tasks. You will also be able to see your role for the provider and the status.

3. To edit your demographic and security information click on **Edit Profile** to be taken to your account details.

4. At any point you can add, edit or remove users that have access to your account by clicking on **Manage Users**.

5. To add a transaction to your catalog of offerings to providers click on **Add Transaction**. EDISS Connect will take you through an easy-to-follow stepped process.

6. To logout of EDISS Connect, click the Logout link on any page.

Note: The above sections of the Vendor Dashboard are also discussed further on in the User Guide.

EDISS Connect

Q Search.....

Account Home
Manage Providers
Manage Processing Providers
Transaction Catalog
Help
Contact

Manage Transactions
Add Transactions to Catalog
Search All Testing History

Q Search by Name

Filter Results by:

Status:

☒ Testing Required
☒ Pending Approval
☒ Blanket Approved
☒ No Testing Required

State:

☒ IA
☒ ND

Reset Filters

Line Of Business

State

Status

Medicaid Professional of Iowa

IA

Testing Required (837P)

Medicare Part B

ND

Testing Required (837P)

Lucky777
Edit
Logout

Transaction Catalog

1. The **Transaction Catalog** is a listing of all transactions associated with your vendor account. In order to process any electronic transaction for a Provider, you must register for that specific state, line of business and transaction combination.

2. You can **Add Transactions to Catalog** at any time by registering them in a simple step-by-step process.

3. The transactions shown to the right can be filtered by status or state.

4. To view the transactions tied to the lines of

business click on the links in this table.

5. The status of each Line of Business is listed to notify you if testing is still required.

Register Transaction - Select State(s)

Once you register a transaction it will be available in your Transaction Catalog for Providers to select. At any time during the Add Transaction process you can go back to the previous step by clicking **Back**. However, if you have not yet clicked **Continue** on this page your information will be lost.

1. Select the states where you will be performing transactions. The left column will show all states available for which EDISS accepts claims.

2. The states you have selected will show up in the right column.

3. At any time, you can add or remove transactions by clicking the **Add** or **Remove** buttons or by dragging the state to the appropriate column.

4. Once all states have been selected click the **Continue** button.

Register Transaction

Lucky777

[Edit >](#) | [Logout >](#)



* = Required

- 1 What type of transactions will you be performing? Check all that apply.
 - ☒ Professional (1500 form)
 - ☐ Institutional (UB92 or UB04 form)
 - ☐ Dental (N/A)

- 2 Select your line(s) of business: Check all that apply.

North Dakota

- ☒ Blue Shield of North Dakota
- ☐ Vision Services Incorporated of North Dakota
- ☒ Medicare Part B
- ☐ Medicaid Professional of North Dakota
- ☐ Workforce Safety & Insurance of North Dakota

Arizona

- ☒ Medicare Part B

- 3 [Continue >](#)

Line(s) of Business

1. Check all transaction types you will be processing transactions for.
2. Check the lines of business that apply. The lines of business will display based on the type of transactions you indicated above. The states will display from the previous step.
3. Click **Continue** when all lines of business have been selected.

Register Transaction

Lucky777

[Edit](#) | [Logout](#)



[Back](#)

* - Required

Medicare Part B - Arizona Check all transactions you will be processing:

Enroll	Claim Type (version)	Description
☒	835 (5010X221)	Health Care Claim Payment/Advice
☒	837P (5010X222)	Health Care Claim: Professional
☐	276 (5010X212)	Claim Status Request

Blue Shield of North Dakota Check all transactions you will be processing:

Enroll	Claim Type (version)	Description
☐	270 (5010X279)	Eligibility Benefit Inquiry
☒	834 (5010X220)	Benefit Enrollment and Maint.
☐	278 (5010X217)	Request for Review and Response
☐	835 (5010X221)	Health Care Claim Payment/Advice
☒	837P (5010X222)	Health Care Claim: Professional
☒	820 (5010X218)	Payroll Deducted/Premium Payment
☐	276 (5010X212)	Claim Status Request

2

[Submit](#)

Transactions

1. Click on the checkbox under **Enroll** to add a check mark to the specific claim type you will be registering.
2. Once applicable transactions are added, click **Submit** on the bottom of the page to finish registering the transaction(s).

Register Transaction

Lucky777

[Edit >](#) | [Logout >](#)

 [Print this page](#)

1 Setup Complete!

Thank you for setting up a transaction. Below you'll find the information you will need to submit to EDISS in order for the transaction(s) to be complete and ready to submit claims. You will be able to see all of the items that require action in the manage transactions link.

Summary

Medicaid Professional of Iowa

835 (5010X221) - Health Care Claim Payment/Advice

837P (5010X222) - Health Care Claim: Professional

Medicare Part B - North Dakota

835 (5010X221) - Health Care Claim Payment/Advice

837P (5010X222) - Health Care Claim: Professional

If any of this information is inaccurate, you will have the ability to edit using [manage transactions](#).

2

[Manage Transactions >](#)

Or [Add Transactions >](#)

Register Transaction - Setup Complete

1. This transaction will now appear in your **Transaction Catalog**. A summary of the transactions you've setup will display with the ability to print this page for your records.
2. Once you are finished you can go to **Manage Transactions** or **Add Transactions**.

Edit Profile

1. Clicking **Security Settings** will allow you to change your password.

2. Account setting can be set to either **Blanket Approved** or **Testing Required**.

3. This shows the software you have selected to use and allows you to download PC-ACE Pro32 if that is the software you are utilizing.

4. Allows you to manage the users that have access to the account, their email addresses and security settings.

5. At any time you can update your company information and save it to your profile.

 EDI SUPPORT SERVICES

EDISS Connect

Q Search... >

[Account Home](#) | [Manage Providers](#) | [Manage Processing Providers](#) | [Transaction Catalog](#) | [Help](#) | [Contact](#)

1 Manage Users

Lucky777
[Edit >](#) | [Logout >](#)

Account Name:
Lucky777

View Users
[Add User](#)

Name (Click to Edit) >	Username >	Security Role >	Last Login >
2 Lucky 777	luckyseven	Admin	15/04/2014 3

Note: If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.

[Contact Us >](#)
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Manage Users

1. This window displays the users associated with the account.
2. The name is shown in the first column. To view details about that user, click the name in the list.
3. The **Last Login** column shows the date when that user last logged in to the system. If the registration is incomplete, the status displays with the ability to resend a complete online registration notification. You can also delete a user from the system in this column.



Managing Providers

EDISS Connect allows you to manage processing providers that have selected you to perform specific transaction types.

In addition, it allows a Vendor to administer a provider profile on their behalf. Vendors can choose this role during their registration process. Being an Administrating Vendor means that your facility assumes responsibility and control of a provider profile and are tasked with state, line of business and transaction registration, as well as any user or demographic information.

To log in, go to <https://connect.edissweb.com>, enter your username and password and click on the **Log In** button.

 EDI SUPPORT SERVICES

EDISS Connect

Q Search...

[Account Home](#) | [Manage Providers](#) | **1** [Manage Processing Providers](#) | [Transaction Catalog](#) | [Help](#) | [Contact](#)

Manage Processing Providers

Lucky777
[Edit](#) | [Logout](#)

2

Search by :

Q Search

3

Provider Name	Registration NPI	Role	Date Added
Calendar Joe	5555555555	Processor	04/15/2014

Showing 1 result.

[Contact Us](#) >
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Manage Processing Providers

- 1.This is the **Manage Processing Providers** page. Providers listed on this page have selected you to process one or more electronic transactions.
2. You have the ability to search for Providers that have selected you to process transactions.
3. The Providers name will show up in the list along with their NPI. To view the transactions associated with the Provider click on their name.

EDISS Connect

Q Search...

Account Home

Manage Providers

Manage Processing Providers

Transaction Catalog

Help

Contact

1 Manage Transactions

Lucky777
Edit > | Logout >

Back to result >

Manage Transactions

View Testing History

View Forms

View FAQs

Provider Name	NPI# (Click to manage)	Submitter ID	State	Status
2 Calendar Joe	777777777		IA	Forms Required Testing Required 3
Tax ID or SSN: 777777777		Billing Group:		
4 Medicaid Professional of Iowa		Transaction Manager/ID	Status Forms Required	
837P (5010X222) Health Care Claim: Professional		☐ I will and/or Lucky777/111111111	Testing Required 5	

Manage Processing Providers

1.This is the detailed transactions page for a specific Provider.

2. This shows the Provider's name, NPI, Submitter ID and Tax ID or SSN.

3. The status shows either forms required or testing required. If **Forms Required** is displaying the Provider must fax or mail the proper documentation to EDISS.

4. The line of business and transaction type the Provider selected you to perform is listed below.

5. If a **Testing Required** link is shown you can click on the link to upload test files into the system.

EDISS Connect

Q Search...

Account Home
1
Manage Providers
Manage Processing Providers
Transaction Catalog
Help
Contact

Manage Transactions
Lucky777
Edit | Logout

2
Manage Transactions
View Testing History
View Forms

3
Q Search by NPI

Filter Results by:

4
Status:
☒ Need Forms
☒ Need Testing
☒ Complete
Reset Filters

5

Provider Name	NPI	Submitter ID	Role	State	Status
Blue Line View Profile	2244668810	111111111	ADMIN	ND	Forms Complete Testing Complete
Blue Line View Profile	2244668810	111111111	ADMIN	WY	Forms Complete Testing Complete

6

Contact Us >

Manage Providers

1. The **Manage Providers** tab in the main navigation area allows you to view and manage all Providers that have selected you as an administrating vendor.

2. The left navigation panel allows you to manage transactions, view testing history for submitted files and view forms that are required a Provider's registration process.

3. You have the ability to search by NPI for Providers in the display table to the right.

4. You can filter the results of your search to display only Providers with a certain status.

5. A Provider could have multiple records depending on their NPI and state combination. To view the transactions tied to a Provider click on their name.

6. The status shows forms required, testing required or if the transaction is complete and ready to submit claims.

Manage Transactions

Lucky777

[Edit >](#) | [Logout >](#)

Manage Transactions

[View Testing History](#)

[View Forms](#)

Filter Results by:

Status:

☒ Need Forms

☒ Need Testing

☒ Complete

State:

☒ ND

☒ WY

[Reset Filters >](#)

NPI# (Click to manage) ↓	Submitter ID ↓	State ↓	Status ↓
2244668810	111111111	ND	Forms Complete Testing Complete
2244668810	111111111	WY	Forms Complete Testing Complete

Manage Providers

1. After selecting the Provider you wish to view you will see a listing of associated NPIs and state combinations. To view the transactions within, click on the NPI number.

2.. You have the ability to search by NPI for Providers in the display table to the right.

3. You can filter the results of your search to display only Providers with a specific status or state.

1 Manage Transactions

Lucky777

[Edit](#) | [Logout](#)

[Manage Transactions](#)
[View Testing History](#)
[View Forms](#)
[Account Info](#)
[View FAQs](#)

[Back to View Profile](#)
[Add Another State](#)

Provider Name	NPI# (Click to manage)	Submitter ID	State	Status
2 Blue Line View Profile	2244668810 delete	111111111	ND	4 Forms Complete Testing Complete
Tax ID or SSN: 2244668810 edit 3		Billing Group:		
Add Another Line of Business				
5 Blue Shield of North Dakota delete	Transaction Manager/ID		Status	
6 837P (5010X222) Health Care Claim: Professional delete	7 ☒ I will and/or		8 Testing Completed - Approved 04/03/2014	
Add Vendor				
+ Add Another Transaction (within this line of business)				

Manage Transactions

1. This is the detailed transactions page for a specific Provider.

2. You have the ability to view the profile of a specific Provider which includes their demographic, security and user information.

3. You have the ability to edit a Tax ID or SSN associated with an NPI.

4. The status shows either forms required or testing required. If you click on forms required the required forms are available for download as a PDF file.

5. The line of business is displayed below with the ability to delete it at any time.

6. Specific transaction types are listed below the line of business with the ability to delete. Removing and reselecting transactions can create delays in the production process.

7. You have the ability to modify if you and/or a different vendor will perform the transaction.

8. If a **Testing Required** link is shown you can click on the link to upload test files into the system.

Help

Lucky777

[Edit >](#) | [Logout >](#)

Need Help Registering?

Providers

[Provider User Guide \(PDF\)](#) 

Video Tutorials

[New Provider Registration \(2:32\)](#)

[Provider Page Options \(5:04\)](#)

[Selecting Vendors \(4:53\)](#)

[Selecting Transactions \(1:22\)](#)

Vendors

[Vendor User Guide \(PDF\)](#) 

Video Tutorials

[Vendor Registration \(4:03\)](#)

[Vendor Page Options \(2:45\)](#)

[Vendor Managing Transactions \(6:12\)](#)

[Getting Started Checklist](#)

[FAQs](#)

1. Register

Before using the system, all providers must register. This is the initial

Questions?

Jurisdiction E (JE) Part A and B:
855-609-9960

Jurisdiction F (JF) Part A and B:
877-908-8431

Toll Free:
800-967-7902

Fax:
701-277-7850

Hours:
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)
Note: Closed for training every Wed. 10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

Help

1. Frequently asked questions, a Getting Started Checklist, User Guides and Video Tutorials are located in the **Help** section of the website.

EDISS Contact Information

All hours of operation are listed in **Central Standard Time**.

Hours of Operation

Monday - Friday 8:00 A.M. - 7:00 P.M. (CT)

Note: Closed for training every Wednesday 10:00 A.M. - 11:30 A.M. (CT)

Medicare Lines of Business

Jurisdiction E (JE) Part A and B: 855-609-9960

Jurisdiction F (JF) Part A and B: 877-908-8431

All Other Lines of Business

Phone: 800-967-7902

Fax (All Lines of Business)

Fax: 701-277-7850

Mailing Address

EDI Support Services

PO Box 6729

Fargo, ND 58108-6729

Email

support@edissweb.com

When using e-mail to contact us, include the following information:

- Your name
 - Business name and location
 - Business telephone number and extension
 - Complete description of your issue
- To ensure delivery to your inbox (not bulk or junk mail folders), please add support@edissweb.com and edimgmt@noridian.com to your address book or safe list.

To communicate any concerns, ideas or praise, please contact EDI Support Services management at: edimgmt@noridian.com

Contact Information

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